

STILLWATER COUNTY Job Description

CLASS TITLE: Communications Officer

DEPARTMENT: Sheriff's Office

GRADE: 8

ACCOUNTABLE TO: Chief Communications Officer/Undersheriff

PRIMARY OBJECTIVE OF POSITION: Under general supervision, performs work in a dispatch center and receives emergency and non-emergency requests for response via radio, telephone, computer-aided dispatch systems, for emergency personnel or other agency services and transmits such requests for service to appropriate personnel; Work varies somewhat exercising individual judgment within prescribed procedures; Interpretive judgment may be required.

ESSENTIAL JOB FUNCTIONS:

- Must be certified as P.O.S.T. Basic Communications Officer within one (1) year of employment;
- Must be Certified to access CJIN within one (1) year of employment and EMD and CPR and First Aide within one (1) year of employment;
- Physical requirements include prolonged sitting, bending, stooping, turning the head, walking, climbing, dealing with stressful situations, and lifting up to 50#s (greater with assistance);
- Must have the ability to remain calm under stress and ability to multi task;
- Position requires that no uncorrected visual, audio, or speech impairments exist that would interfere with effectively performing their duties and responsibilities;
- Must have ability to hear and speak with clarity;
- Must possess, or the ability to obtain, a valid Montana Operator's License.

MAJOR AREAS OF ACCOUNTABILITY AND PERFORMANCE:

- Receives telephone calls and other messages requiring primarily emergency type of assistance and transmits such requests for service to the appropriate personnel;
- Performs dispatch services for emergency services in law enforcement, ambulance, fire, and other agencies;
- Uses standard operating procedures in transmitting, receiving, and making a record of all radio, computer, and telephone messages;
- Closely monitors all dispatched calls to insure the security and safety of responding personnel;
- Maintains location and status information on all mobile units;
- Maintains logs of activities, operates teletype, computer terminal, and paging system;

- Work requires the immediate determination regarding the sequence of events for each type of call received;
- Position is the first contact point for emergency services;

CLASS TITLE: Communications Officer (continued)

- Frequently handles information dealing with life and death situations;
- Processes information which is often limited;
- Position requires substantial and constant contact with the public, fellow employees, and multiple agencies often requiring tact, diplomacy, and maintaining confidentiality;
- Duties are performed in surroundings where undesirable physical conditions and hazards are controllable;
- May be subject to call out for emergencies or when another employee is ill;
- May serve as TAC or Alternate TAC;
- Activities may lead to mental and physical stress;
- Performs such other duties as may be assigned.

SUPERVISION - RESPONSIBILITY FOR WORK OF OTHERS: None (May supervise a trainee)

EDUCATION, TRAINING, AND EXPERIENCE REQUIREMENTS:

- Graduation from high school or its equivalent (GED); PLUS
- One (1) year of work experience preferably in an office setting as clerical or receptionist dealing with the public and multi-tasking ability desirable;
- Basic computer skills and knowledge required; Knowledge of the County helpful.
- Must be certified to access CJIN and be certified within one (1) year of employment and become P.O.S.T. Basic Certified as a Communications Officer within one (1) year of employment and must maintain continuing education and re-certification requirements during employment.
- Must possess, or have the ability to obtain, a valid Montana Operator's License.

EXAMPLES OF PERFORMANCE CRITERIA AND EXPECTATIONS:

- Receives and transmits messages properly, efficiently, and effectively; speaks clearly with clarity and concisely;
- Possesses the ability to multi-task;
- May be subject to long hours;
- Possesses the ability to work a rotating shift during a 24 hour period;
- Maintains records required by dispatch accurately;
- Becomes knowledgeable of names and/or numbers of roads in the area;
- Establishes and maintains effective working relationships with fellow employees, other agencies, and the public;
- Dispatches to multiple agencies;
- Performs Control room housekeeping duties as needed;
- Performs other duties as may be assigned.

Reasonable accommodations may be made to enable individuals with disabilities to perform any non-essential job function.

Written 2-22-2017